

MARICOPA COUNTY
DEPARTMENTAL QUARTERLY REPORT
Fourth Quarter Report, Fiscal Year 2000 - 2001
Tom Manos, Chief Financial Officer

Risk Management

Goals	Accomplishments/Comments
1. Operate within departmental budget.	<ul style="list-style-type: none"> Goal met. Financials through May 2001 show we are under our lump sum total budget. All administrative areas of the budget are also within budget.
2. 25% annualized increase of "in network" medical provider services for Worker Compensation injuries.	<ul style="list-style-type: none"> Goal met. "In network" use was 44% in the 4th quarter. We continue working with Tristar to increase usage to achieve greater cost savings to the County.
3. Maintain annual cost of risk of 1% of Maricopa County expenditures.	<ul style="list-style-type: none"> Goal met. Financials for FY 1999-00 show Risk Management annual cost of risk at 1% of Maricopa County expenditures.
4. Complete department strategic plan and performance measures and put in individual performance evaluations.	<ul style="list-style-type: none"> Goal met. Strategic plan was completed in November 2000 in accordance with the MFR initiative and was approved in the structural and corporate review processes. Created performance measures to track and added to individual performance plans.
5. Maintain employee annualized turnover rate at less than 9%.	<ul style="list-style-type: none"> Goal not met. The department currently has 2 vacant positions.
6. Develop and distribute Risk Management departmental brochure.	<ul style="list-style-type: none"> Goal not met. Goal 90% completed. Final proof to be completed in August.
7. Submit quarterly loss runs to each department director by the 10 th of the applicable month.	<ul style="list-style-type: none"> Goal met. We submitted loss runs to the Department Directors via e-mail.
8. Increase annualized subrogation recoveries by 10%.	<ul style="list-style-type: none"> Goal met. We recovered \$90,706 in the quarter. For the total FY recoveries amounted to \$344,145.
9. Maintain a one to one open/closure claim ratio.	<ul style="list-style-type: none"> Goal met. We established 197 new claims and closed 210, exceeding the ratio.
10. Complete litigation management plan within 45 days after receipt of the complaint	<ul style="list-style-type: none"> Goal met. Nine litigation management plans were required and all were completed in a timely manner.
11. Submit all qualified new claims to the excess carrier within five working days.	<ul style="list-style-type: none"> Goal met. We received seven claims qualifying for notice to the excess carrier.
12. Provide at least once per quarter, training to managers and supervisors. These classes would include Supervisors Training in Accident Reduction Techniques (START), Safety Motivation, and the Supervisors Development Training Program.	<ul style="list-style-type: none"> Goal met. The training program is being revised. Substituted "Safety Accountability" for the training this quarter.
13. Provide monthly reports to the County Administrative Officer and department directors detailing injury and vehicle accidents.	<ul style="list-style-type: none"> Goal met. Developed monthly report for Public Works, Community Services. Developed and distributed quarterly report for Finance, Deputy CAO, and Health Services. This report will provide management with a measurement tool to track industrial injuries and vehicle accidents as well as comparisons to County goals and national injury averages.
14. Develop a Safety library and make materials available to all County departments.	<ul style="list-style-type: none"> Goal met. We have expanded and updated the resource library by adding 65 new training videos. The current emphasis is on developing complete "off the shelf" training packages to be used by County

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	employees for safety training.
15. In collaboration with the Public Works Human Resources department, develop a one-day program that integrates safety with other necessary supervisory skills.	<ul style="list-style-type: none"> • Goal 40% completed. Due to change in personnel at MCDOT and the Safety Office, the process was unable to be completed.
16. Provide internal environmental consulting services including Phase I, limited Phase II assessments, and technical review for environmental issues to 10 departments. Meet quarterly with 3 target departments to discuss potential issues and develop action plans for existing issues.	<ul style="list-style-type: none"> • Goal met. • Completed environmental screens for 3 County HUD sites – 360 units for Housing. • Provided environmental assessment information to Pinal County HUD for maintaining regulatory compliance. • Oversaw on-going assessment work for Parks and Recreation regarding open mines at San Tan Park • Assisted Parks with water well and permitting issues. • Assisted Safety with disposal of hazardous waste disposal from various Parks facilities. • Assisted Jails with bio-assessment at Madison Street. • Assisted CJFDD with environmental issues, as needed. • Assisting MCDOT with preparations to remediate petroleum-containing soils at Sun Valley Parkway. • Met with ADEQ regarding permitting/closure of injection well at MCDOT-Buckeye. • Assisted Safety with identifying unknown building feature at Durango. • Continued to meet with Environmental Coordination Committee to develop an estimate of County-side environmental costs. • Assisted MIHS with potential site contamination issues at Glendale center. • Assisted FMD with Old Courthouse re-hab issues. • Continued to meet with FMD-Real Estate to discuss environmental issues related to property acquisition and disposal. • Provided information to Med. Exam. Office regarding clean up. • Posted Risk Management's Annual Report and Strategic Plan onto the Internet. Updated Department's web pages. • Completed USDOT training for hazardous materials labeling, manifesting, and placarding.
17. Conduct environmental assessments of 20 county facilities to identify and remedy potential liabilities and regulation compliance.	<ul style="list-style-type: none"> • Goal met. • Completed environmental screens for 3 County HUD sites – 360 units for Housing. • Completed limited Phase II ESA at Buckeye MCDOT facility, conducted preliminary meetings with ADEQ regarding closure of on site injection well. • Continuing remedial activities at former Sheriff's

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	<p>facility. Initiated augmentation process for remediation; received \$84K SAF re-imbursement; filed for additional \$215K re-imbursement.</p>
<p>18. Conduct asbestos and lead-based paint surveys of 20 County facilities and develop required Operating and Maintenance Plans and/or abatement specifications.</p>	<ul style="list-style-type: none"> • Goal met. • Completed asbestos and lead-based paint assessments at 3 Housing complexes with 360 units, in conjunction with environmental screening. Draft O&M Plans are under review. • Provided FMD with asbestos survey and abatement and demolition specifications for Old Courts Records Building. • Targeting non-Phoenix facilities where Phase I ESAs have been completed.
<p>19. Convert current line items to programs and implement performance based budget system for the department.</p>	<ul style="list-style-type: none"> • Goal met. County implemented new finance and payroll system and the department has begun using PAS codes to track performance based on activity.
<p>20. Quarterly financial statement to the Board of Trustees for submission to Auditor General for annual audit report.</p>	<ul style="list-style-type: none"> • Goal met. Completed quarterly presentations to the Board of Trustees.
<p>21. Risk Management Claims Department on behalf of Trust will audit all billings for legal services.</p>	<ul style="list-style-type: none"> • Goal not met. Monthly billings have not been received since November 2000 due to delay from County Counsel. January and February bills were received in May, however they lacked the correct charges and were returned.